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TO: All Providers and Vendors

The telephone number used for transmitting Alabama Medicaid claims to the EDS bulletin board system (BBS), 334-264-2646, has been changed. In order to ensure no interruption in service, your system must be updated with the new number, **334-215-7800** immediately, but no later than May 15, 2001. This is also the number that is used to access claims transmission reports and your Explanation of Payment.

If you are using software purchased from a vendor and do not know where to change the number within your software, please contact your vendor for assistance.

If you are using PES claims software or LTC application software, you can update your system by going to 'Tools' and selecting 'Options'. Click on the 'Carrier Tab'. Under 'Transaction Type', click 'Batch'. Click on the 'Phone Number' field. Note every character in the existing phone number. For example, change 264-2646 to 215-7800. Make sure to include all characters as they appeared in the existing phone number such as dashes, commas, area codes, or access codes.

If you need assistance making this change, please contact the EDS Help Desk at 1-800-456-1242.

April 15, 2001